

EMERGENCY RESPONSE SYSTEM

I. SERVICE DEFINITION

An emergency response system (ERS) includes an electronic device, which enables a high-risk client to secure immediate help in the event of a physical, emotional, environmental emergency. The system is connected to the participant's phone and is programmed to signal the response center when a help button is activated. Once the button is activated, a signal is received by a response center, which is operated by trained professionals who are responsible for assuring a response is provided to meet the emergency.

II. SERVICE GOAL

The emergency response system serves to eliminate the need for extensive supervision by alerting service providers in the event of an emergency. The program provides support for participants who are at risk because of one or more safety-related factors (unsteady gait; risk of falling; bed bound; limited communication ability; or other frailty defined by DSAAPD) AND one living arrangement risk factor (living alone; alone for significant portions of the day; or primary caregiver has limited ability to attend to participant's needs). Ultimately, the goal of the program is to promote safety while preventing institutionalization.

III. SERVICE UNIT

There are two units of service for ERS: one is the installation cost and the other is a monthly rental fee.

IV. SERVICE AREA

The emergency response system is available to all eligible persons within Delaware as determined by DSAAPD. Specific providers of emergency response may apply to serve specified sub-areas of the state.

V. LOCATION

An emergency response system should be provided in the home of the participant. The participant's right of privacy and confidentiality will be maintained by the provider.

VI. DESCRIPTION OF SERVICES

Emergency response systems are to be authorized by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD).

These systems may be voice activated or manually activated.

The provision of an emergency response system must be under the jurisdiction of an agency that is recognized as having the expertise to install and supervise the equipment and services being provided.

VII. SERVICE STANDARDS

The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.

The provider must install the equipment within a maximum of ten (10) days of the authorization, unless otherwise directed by DSAAPD.

The provider will educate the client on the operation of the system.

The provider must instruct recipients of the need to test equipment at least once a month and of the need to inform the provider of maintenance problems.

The provider will respond to reports of equipment problems/maintenance requests within 48 hours.

The provider will maintain and update bi-annually the list of emergency contacts.

The provider will provide DSAAPD with a monthly report of ERS activity.

The provider will have written operational policies and procedures.

VIII. GENERAL CRITERIA

The ERS unit works in conjunction with a landline telephone and is only operable within a certain range of the base unit. Individuals approved for this program must have landline telephone service or agree to have such service installed prior to authorization of the emergency response system. The system *cannot* be installed in conjunction with a cellular phone.

Individuals must be able to demonstrate the ability to assess their care needs, recognize an emergency situation, and be able to utilize the emergency response system.

If a client permanently moves from one location to another within the State, services cannot be automatically transferred. A re-assessment will be required.

The client is responsible for the proper handling of the emergency response equipment. The provider may bill the client for lost or damaged equipment.